

10515 U.S. PTO  
11/01/99

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Anderson et al.  
Filed : Herewith  
For : TracM-TASK & RESOURCE AUTOMATION FOR  
CALL CENTER MANAGEMENT  
Attorney's Docket : DAVOX-164XX

10690 U.S. PTO  
09/431017  
11/01/99

Express Mail Mailing Number - EM154921711US  
Date of Deposit - 11/01/1999

I hereby certify that the following items are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and as addressed to BOX PATENT APPLICATION, Commissioner of Patents and Trademarks, Washington, D.C. 20231:

U.S. Patent application of Anderson et al., entitled TracM-TASK & RESOURCE AUTOMATION FOR CALL CENTER MANAGEMENT, consisting of

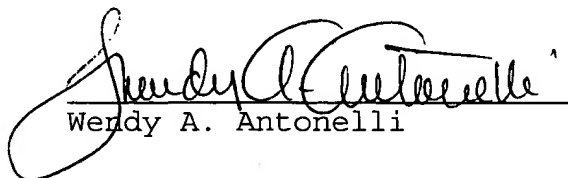
Specification includes:

PP 1 through 41 of Detailed Description;  
PP 42 through 54 of claims 1 through 36; and  
PP 55 of Abstract

Drawings as follows (one copy informal): First sheet of Fig. 1; Second sheet of Fig. 2; Third sheet of Fig. 3; Fourth sheet of Fig. 4; Fifth sheet of Fig. 5; Sixth sheet of Figs. 6 and 7; Seventh sheet of Fig. 8; Eighth sheet of Figs. 9 and 10; Ninth sheet of Fig. 11; Tenth sheet of Figs. 12 and 13; Eleventh sheet of Figs. 14 and 15; Twelfth sheet of Figs. 16 and 17; Thirteenth sheet of Fig. 18; Fourteenth sheet of Figs. 19 and 20; and Fifteenth sheet of Figs. 21 and 22.

A Declaration and Power of Attorney; a cover letter in triplicate; a Verified Statement claiming small entity status; and an Assignment of the invention and application for recording of Anderson et al. to Davox Corporation comprising 6 pages with a cover letter in triplicate; and an additional \$40.00 included in check number 6911 to cover the Assignment recording fee.

The above items are deposited with signatures and dated by the filing attorney as appropriate.

  
Wendy A. Antonelli

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Date: November 1, 1999

**PATENT APPLICATION**

Respectable Commissioner of Patents and Trademarks  
Washington, D.C. 20231

Attorney Docket No.: DAVOX-164XX

Transmitted herewith for filing is the **patent application** of:

Inventor: Anderson et al.

Entitled: TracM-TASK & RESOURCE AUTOMATION FOR CALL CENTER MANAGEMENT

Enclosed are:

- ☒ Declaration and Power of Attorney (original signature)
  - ☒ Assignment Recordation Form Cover Sheet
  - ☒ An Assignment of the invention to: Davox Corporation
  - ☐ A Certified copy of a \_\_\_\_\_ application
  - ☒ A Verified statement re small entity status (§1.9 and §1.27)- Small Business Concern
  - ☐ Citation of Art including 0 references
  - ☒ 15 sheets of informal drawings (one set)
  - ☐ Other:
  - ☐ Continuation-in-part application of application Serial No. \_\_\_\_\_, filed \_\_\_\_\_
  - ☐ \_\_\_\_\_ is hereby appointed Associate Attorney by: \_\_\_\_\_
- Registration No.:

Attorney of Record: Daniel J. Bourque  
Registration No.: 35,457

CLAIMS FILED:	MINUS BASE:	EXTRA CLAIMS:	RATE:	BASIC FEE:
				\$760.00
Independent 6	- 3	= 3	x \$78.00 =	\$234.00
Total 36	- 20	= 16	x \$18.00 =	\$288.00
<input type="checkbox"/> Multiple Dependent Claims (1st presentation)			+ \$260.00 =	\$ 0.00
SUBTOTAL FILING FEE				\$1,282.00
Small Entity filing, divide by 1/2. (Note: verified statement must be attached per §1.9, §1.27, §1.28.)				
TOTAL FILING FEE				\$641.00

- ☒ The filing fee has been calculated above; check No. 6911 in the amount of \$ 681 is enclosed, specifically \$641 for filing fees, and \$40 for the assignment recordation fee.
- ☐ The filing fee will be submitted at a later date.
- ☒ The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

SUBMIT IN TRIPLICATE

Attorney of Record: Daniel J. Bourque  
Registration No.: 35,457